

C.6.1.1.32 CJTF-HOA FORWARD OPERATING LOCATION (FOL) SERVICES

The Contractor shall provide 24/7/365 on-site presence to each site - Baledogle Military Airfield, Somalia and Mogadishu Base Cluster, Somalia – to provide services consisting of network services, end user device services, and logistics services.

Baledogle Military Airfield (BMA) requires SIPR and NIPR services for its approximately 220 users. . Each user will have a desktop consisting of a workstation/laptop and IP phones per network (SIPR and NIPR). In addition, there are approximately 30 multi-functions print devices per network, 4 SIPR desktop VTC devices, and 1 SIPR VTC suite.

Mogadishu Base Cluster, specifically the Military Coordination Cell (MCC), requires SIPR and NIPR services for its approximately 25 users. Each user will have desktop consisting of a workstation/laptop and IP phones per network (SIPR and NIPR). In addition, there are approximately 4 multi-functions print devices per network, 2 SIPR desktop VTC devices, and 1 SIPR VTC suite.

Services required at each site consist of:

- Desktop Support Services as described in PWS Section C.5.2.1.3.1.
- Print Services as described in PWS Section C.5.2.2.4.
- VTC End User Support as described in the last bullet of PWS Section C.5.2.2.11.
- IP Voice Services as described in PWS Section C.5.2.2.12.
- Assist transport service provider with fault isolation
- Provide Local Area Network Services as described in PWS Section C.5.2.2.15.2.
- Provide limited Logistics Management services as described in PWS Section C.5.2.2.26. by providing purchasing and following CJTF-HOA's configuration and asset management program along with managing the site's Life Cycle Management Program

Core duty hours at each site needs to be flexible to meet mission needs, generally the Contractor shall be required to provide services for six 10-hour days each week. The hours may vary depending on military operations however the Government should provide at least 24-hour notice for deviations from normal schedules. Due to the critical nature of this support, the contractor shall be on-standby when not on duty.